

Notes from meeting held on 11 November 2008

Present Rosemary Watts (Chair), David Bennett, Steve Davis, Barry Smith, Liam Didcock, Tim Green, Jacqui Hurd, Gillian Butterworth, Sean Currell, Sarah Woodman, Liz Maule, James Burge
Guest: Jerry Fox, Risk & Insurance Consultant, Zurich Municipal

Apologies David Wade, David Hanger, Pauline McCreadie

ACTION

Rosemary welcomed James Burge to the group. James is a loader working on the freighters for Environmental Services. She also welcomed Jerry Fox of Zurich Municipal to the meeting. Jerry and Rosemary are already discussing 2009 -2010 insurance renewals and good risk management practices can favourably affect future premiums. Zurich Municipal offers a certain amount of risk management support as part of its insurance package and Jerry wanted to see where best this could be utilized in the future.

08/10 **Minutes of last meeting.**
Agreed

08/11 **Accounts, Audit & Risk Committee (AARC) Meeting**
A copy of the minutes from the meeting on 28 August 2008 had been presented to the AARC Committee Meeting on the 27 October 2008. Members welcomed the report and thanked the Working Group for helping to ensure risk management was being embedded in the day to day operations of the Council.

The minutes of today's meeting will be presented to the Committee on 17 December 2008.

08/12 **Report to Corporate Management Team 17 September 2008**
Rosemary reported progress to CMT on 17 September 2008. The CEO and Strategic Directors had also passed on their thanks to the Group for the work they are undertaking in their own departments. Rosemary will issue a further report to CMT after today's meeting.

08/13 **Reports from Group Members/Areas of Concern**
Rosemary thanked those group members who had invited her along to All team meetings since the last meeting. She and David Bennett are keen to be invited to all departments over the next few months to discuss risk management and any health & safety issues.

Members had prepared short reports covering areas of success or concern in their own departments. The group went on to discuss a number of these issues. It was agreed that communication is crucial to managing risks. We need to get out of the 'silo' mentality and consider what effect our actions have on other departments. The lead

should come from CMT, but communication is a two way process.

Communications – Gillian Butterworth has discussed risks with her colleagues. They had not identified many risks, but the main one would be to the reputation of the Council. Jerry Fox explained and gave examples of how important it is for Councils to nip inaccurate or mischievous stories in the bud. Proactive management of reputation risks is essential.

Car Park Wardens' Office – at the last meeting Steve Davis identified a risk regarding the collection of cash from public conveniences. Solutions are still being considered by Internal Audit. Steve had also raised concerns about the Fire Log at the Car Park Wardens' Office being out of date (testing fire alarms and emergency lighting). Dave Bennett has dealt with this oversight.

Annual PAT testing is being undertaken. Members were unsure whether their departments keep up-to-date inventories of electrical equipment. They were asked to remind staff that electrical equipment needs to be taken out of locked cupboards to allow the electrician access. They were asked to check equipment in their own departments to ensure none had been missed.

All

Urban and Rural Services – Tim Green had discussed risk issues with all three Teams and a number of new risks had been identified. Tim agreed that discussing risks as a team gave a much more balanced evaluation of the risk.

Environmental Services - Barrie Smith reported that the department had agreed to have risk management as an agenda item at all team meetings. Initial meetings had gone well and he had encouraged managers not only to focus attention on current risks but to consider risks not already identified.

He had organised individual meetings with managers and supervisors to discuss needs and concerns and to encourage brain storming sessions.

RW

He felt there might be an issue with risk management training for new line managers. Rosemary has one-to-ones with all new Heads of Service as part of their induction, but in some cases the risk management message does not filter down to line managers. Jerry Fox suggested that Zurich Municipal might be able to give support in this area - he would discuss further with Rosemary. He suggested that part of the remit of this group should be having brainstorming sessions with any new line managers so that they appreciate the importance that Cherwell places on Risk Management.

Building Control – Tony Brummell asked Rosemary to a team meeting, following which the team had identified a number of risks in their area, one being dealing with builders on site who do not have English as their first language. It is often difficult to communicate with them, potentially leading to poor builds. Jacqui Hurd agreed to give Sarah Woodman details of Language Line which might help in the short term. The group felt that this issue might be one that affects

RW/JH

other departments and Rosemary agreed to find out what the corporate approach is.

Recreation & Health - Liam Didcock had talked to all the teams and is having weekly meetings about Woodgreen Leisure. He is intending to do a 'brain storming' session with Woodgreen staff this week. More risk management issues would become evident once the future of Woodgreen Pool had been determined.

He had identified the need for an urgent health & safety audit at North Oxfordshire Academy. Dave Bennett and he completed this last week.

Liam has other meetings diarised for early December to discuss risk management with other teams in Recreation & Health, i.e. Sports Development, Animation Station and Museum.

Business Services – Tina Poke asked Rosemary to attend a meeting with all business services staff on 27 October to discuss the management of risk.

08/14 **Health and Safety**

Workstation Assessments – Dave Bennett will look at Work Station Assessments once the accommodation review is complete. He will arrange work station assessment training in conjunction with Chris Harvey (HR) for members on the Risk Management Working Group and for anyone else who is interested. Rosemary reminded the group that records of work station assessments should be kept electronically.

DB

Health and Safety issues were raised about Phase 1 of the accommodation review. Staff felt that the new lighting was causing health problems. Dave Bennett was currently taking light readings to ascertain levels. Lack of storage and congested walkways were other issues raised and Dave Bennett would also take this forward.

DB

Printers ground floor - staff were regularly queuing for work at both printers and this was wasting time, having an effect on morale and causing frustration. Rosemary agreed to contact Pat Simpson to see if she was aware of these issues.

RW

08/15 **Risk Management Training Video – 'Risk Maker – Risk Taker'**

All

The Group watched a 20 minutes training video which highlighted real events where risks had not been identified or had been managed inappropriately - tourist couple lost at sea; enquiry launched in patient deaths; shoppers injured in stampede; lives lost in a refinery explosion; demolition goes badly wrong; Concorde grounded after disaster.

This video can be made available for discussion at team meetings. Please contact Rosemary if you would like her to arrange this for you.

Date and Time of Next Meeting

10 February 2009, **2.00 pm** in Room 163.